

ENABLING PEOPLE TO USE CONSTRUCTIVELY  
AVAILABLE RESOURCES THROUGH SERVICES OF THE FRIENDS  
NEIGHBORHOOD GUILD OF PHILADELPHIA, PENNSYLVANIA

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## CHAPTER I

### SIGNIFICANCE OF THE STUDY

Social welfare has been defined:

. . . as an organized system of social services and institutions designed to aid individuals and groups to attain satisfying standards of life and health. It aims at personal and social relationships which permit individuals the fullest development of their capacities and the promotion of their well-being, in harmony with the needs of the community.<sup>1</sup>

While these are the broad aims commonly shared by social services, contemporary society is concerned with the increase in crime, mental retardation, hostile youth, school drop-outs, economic dependency, unemployment, and increasing breakdown of family life.

Despite the multiplicity of services and agencies, the problems which beset our society give reason for considered thought. The fact that there are vast numbers of people who have not learned to use these agencies, and likewise, vast numbers for whom there is no such resource, give reason for concern.

While industrialization has given rise to a larger middle class with increased leisure time, there remains a large segment of society which we might call the invisible poor. They inhabit the crowded areas of our cities, the ghettos of our villages, and rural areas of our countryside, though in fewer numbers.

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<sup>1</sup>Harold L. Wilensky and Charles N. LeBeaux, Industrial Society and Social Welfare (New York: Russell Sage Foundation, 1958), p. 140.

This group of people has been described as:

. . . being caught in the web of the poverty culture with its disorder, apathy, resentment, anxiety, lack of confidence or worth, lack of responsibility, poor sense of time and lack of long-range goals.<sup>1</sup>

David Seyer has further described this group as:

. . . primitive in ego development, they are quickly overwhelmed by outside pressures and anxieties of the moment, and seek the worker out in pain and panic; but once some kind of equilibrium is attained, they do not stay to "work through" their problems in order to avoid future crises.<sup>2</sup>

It may be that the readily accessible neighborhood-based agency enables people to develop a capacity by which they may effectively utilize the resources available to them, both within such an agency and the larger community.

In 1958, an Arden House Conference "explored the world in which the neighborhood center confronts new challenges to individual and social well-being."<sup>3</sup> Out of the maelstrom of problems:

. . . the role of the settlement . . . was developed as a unique agency which endeavors to serve the whole person and family in relation to the neighborhood, the community, and society.<sup>4</sup>

The following characteristics of the neighborhood-based agency were recently pointed out in a statement drawn up by individual members, national staff and settlement personnel:

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<sup>1</sup>Genevieve W. Carter, "What is the Future Focus for Settlements?" Social Work, (Vol. VIII, No. 2, April, 1963), p. 45.

<sup>2</sup>David Seyer, "Reaching Problem Families Through Settlement Based Casework," Social Work, (Vol. VI, No. 3, July, 1961), p. 36.

<sup>3</sup>Margaret Berry, "The Foreword", Arthur Hillman, Neighborhood Centers Today (New York: National Federation of Settlements and Neighborhood Centers, 1960).

<sup>4</sup>Ibid.

The settlement has been called the general practitioner in the highly specialized field of social work. It is a "generalist" in its concern for the person as a whole and in understanding him as part of his social setting. The skills of settlements in dealing with specific problems have been developed as a part of a complex of relationships and derive their vitality from an intimate neighborhood base. Work with "hard-core" families, for example, is most effective when all departments of a center can be enlisted to help the various members . . . .

. . . . .

It is rooted in a geographical neighborhood or district. It aims to understand that neighborhood, help develop its potentialities, provide or aid in obtaining the services its people need, and relate that neighborhood to the wider community.

It is concerned with the family and each of its members. It aims to afford opportunities for each to find and develop his potentialities for a satisfying life in the home, neighborhood, wider community and nation . . . .

. . . . .

It gives an early warning signal of changes in community and national life which affect the lives of neighbors who have few social and financial resources. It marshalls evidences of these changes which is used to improve living conditions and safeguard the nation's social heritage.

It is an instrument for the cultivation of citizenry in a neighborhood, providing a service that is indispensable if a large and bureaucratic society is to function as a democracy.<sup>1</sup>

The neighborhood-based agency is, therefore, seen as a part of the fabric of social welfare, which is both physically and psychologically accessible to people who, lacking confidence in themselves, need an atmosphere of familiarity and informality where they may bring their concerns.

The activities of such an agency include a combination of methods used in social work, the central concern of which has been

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<sup>1</sup>Arthur Hillman, Neighborhood Centers Today (New York: National Federation of Settlements and Neighborhood Centers, 1960), pp. iv & v.

expressed by Bertram M. Beck as "the effort to enable each man to develop to the full extent of his potential."<sup>1</sup>

The value of social casework is recognized as a "method employed by social workers to help individuals find a solution to problems of social adjustment which they are unable to handle in a satisfactory way by their own efforts."<sup>2</sup>

However, when viewing the multitude of problems of our contemporary society in totality, "the one by one casework interview seems to be a rather slow method . . . ."<sup>3</sup>

Since groups and group action help to make us what we are; since it is recognized that our society, our culture, our mores, our laws, our customs and our ideals are formed through group processes, the dynamic of group action is recognized in social work as an important factor in individual development.

The value of social group work is, likewise, recognized as a method through which individuals may find enriching experiences which enable them to develop their potentialities.

Social group work has been defined as:

. . . a process and a method through which group life is affected by a worker who consciously directs the interacting process toward the accomplishment of goals which in our country are conceived in a democratic frame of reference.<sup>4</sup>

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<sup>1</sup>Bertram M. Beck, "Shaping America's Social Welfare Policy" in Alfred J. Kahn, Issues In American Social Work (New York: Columbia University Press, 1959), p. 159.

<sup>2</sup>Florence Hollis, "Social Case Work", Social Work Yearbook (New York: American Association of Social Workers, 1954), p. 474.

<sup>3</sup>Genevieve W. Carter, Op. Cit., p. 45.

<sup>4</sup>Gertrude Wilson and Gladys Ryland, Social Group Work Practice (New York: Houghton Mifflin Co., 1949), p. 61.

Community organization is also recognized as an important process in social work and one of the major functions of the settlement.

It has been defined as "the process of bringing about and maintaining adjustment between social welfare needs and social welfare resources in a geographical area or a functional field."<sup>1</sup> In other words there is organized effort between the people of an area and the wider community through which needs at the grass roots are first identified. Secondly, steps are then taken to bring about social change.

In an agency such as the settlement, "the neighborhood is the client."<sup>2</sup> The people of that neighborhood learn to work together to help themselves, seeing their needs in a wider context, and in light of this, learn to speak to the larger community of which their neighborhood is a part.

Since the concern of social welfare is to help people develop to their full potential, "it seems sound to assume that the three social work methods together can do much more to solve complex human problems than any one method alone."<sup>3</sup>

The basic assumptions of this study may be stated as follows:

1. People need assistance in developing their capacities.
2. There is a reservoir of need which may be met through the neighborhood-based agency - because people need support in

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<sup>1</sup>Arthur Dunham, "What Is the Job of the Community Organization Worker?" Proceedings of the National Conference of Social Work (New York: Columbia University Press, 1948), p. 162.

<sup>2</sup>Francois Bosworth, "Settlements and Neighborhood Centers," Social Work Yearbook (New York: American Association of Social Workers, 1954), p. 471.

<sup>3</sup>Arthur J. Foehrenbach, "Readers Comments," Social Casework, (Vol. XLIV, No. 10, December, 1963), p. 590.

identifying the services they need and where these may be obtained.

3. A combination of social work services is an effective means of contributing to the "prevention, reduction, and alleviation of social disorganization and social dependency."<sup>1</sup>

The purpose of this study is to test the hypothesis that through the readily accessible neighborhood-based multifunction agency, people may be helped to use resources available to them in developing their capacities and promoting their well-being in harmony with the needs of the community.

Such a study should prove of value to the field of social welfare as it seeks to sharpen old tools and develop new methods in contributing to the prevention, reduction, and alleviation of social disorganization and social dependency. These will, indeed, be reduced as people develop their potential in harmony with needs of the community.

In carrying out this purpose the writer plans to use material drawn from the files of the Friends Neighborhood Guild in Philadelphia, Pennsylvania. This is a neighborhood-based agency in which a combination of social group work, family counselling, social case work, and leadership training in community organization are methods used in working with people. The history and development of these services will be discussed in Chapter II, "History of Services of Friends Neighborhood Guild".

The writer was engaged in social casework in the Guild, for a six months' period. This offered the opportunity of developing and

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<sup>1</sup>Ibid., p. 591.



using not only social casework skills but also of helping families more consistently and constructively use services of the Guild and of the larger community.

#### Method of Procedure

In selecting material for this study from the case files of Friends Neighborhood Guild, it was decided to use a sample of those cases known to the Casework section of the Guild from June 1, 1962 through May 31, 1963. This selection included both new and reopened cases within this time span.

The writer used the master index casework file which indicated the date of intake to service of the agency as well as closing date. In this period, there was a total of 167 cases. Those cases which were known only because of assistance with winter fuel or special help at Christmas were deleted. This totalled 88 cases, leaving a balance of 79 cases.

The writer then numbered these case names from 1 - 79. Each of these digits were written on a small piece of paper and folded. These were placed in a bag and shaken. The writer pulled a slip from the bag, shook it again, and again drew a number. This procedure was followed until ten slips were drawn.

The case files with corresponding numbers were then pulled and examined. Again, there were two cases in which only Christmas help was given. These were deleted, the above procedure followed and other cases selected. As these files were studied, we found seven which did not lend themselves to the study - four because of insufficient records, or clients with one contact, with the card indicating only a

brief service, one rendered only the service of an interpreter and found to be not only out of district but residing in New York. Upon closer examination, one was found to have received only Christmas help, not indicated on the original card, while a seventh case was reopened on a date which is not within the time limit of the study.

As each of these situations presented themselves, the same procedure of case selection was followed with the remaining numbers in the bag in selecting further cases for the potential sample.

All cases deleted and all finally making up a sample of ten cases were cleared for use with the Director of Social Services of the Guild.

In order to study the resources used by the client, the Social Service Exchange clearances on each case were studied. One case had not been cleared prior to this study, which was done.

It was decided to request information as is indicated on the attached form (See Appendix II) from all agencies to which each client was known concurrent with Friends Neighborhood Guild service or following Friends Neighborhood Guild service. A covering letter was sent with each request (See Appendix I).

In studying these cases, it was also found that some of the family members were known to more than one service of the Guild. The writer then studied the Master Program File tracing out each family member active in any phase of Guild program. Using the same form, "Request for Summary Information," the Program Coordinator was asked to have the form completed from contact with group leaders and records of the group in which the individual was active. Where records



were available, the writer discussed the individual's participation with the group instructor involved.

This material indicates how many of the families, or individuals, coming for one service, enter more and more fully into other activities of the Guild and of how these have been used. Reports from other agencies, likewise, give similar information.

Since no measurement has been used to test the degree of movement exemplified by the client, no conclusive statement can be made. However, the impressions gained from a study of this material are discussed, thus indicating either positive or negative movement on the part of the client.

## CHAPTER II

### THE HISTORY OF SERVICES OF FRIENDS

#### NEIGHBORHOOD GUILD

Friends Neighborhood Guild is a neighborhood-based agency and one of the oldest settlements in Philadelphia, Pennsylvania. It was founded in 1879 as "Friends Mission No. 1". Its work was begun in January, 1880, "because of the Friends concern for the waves of immigrants from Eastern Europe who settled along the Delaware waterfront, just a few blocks from a substantial Quaker neighborhood".<sup>1</sup>

According to Frank A. McCord, its program was based upon religious objectives:

A profound recognition of the Divinity of Man stands at the heart of the religious belief of the Society of Friends. Quakers believe that men are indeed created in the image of God; that there is a divine spark in every one - a portion of the 'light which lighteth every man that cometh in the world.' Therefore human beings are the most precious things in the Universe - more important than creeds or philosophies, or governments, or economic systems. Institutions are made for man, not man for institutions. That is why Friends have worked for the abolition of war, slavery or capital punishment, or prison abuses, or racial discrimination, or burdensome economic or social conditions. They have worked against every incubus that tends to weigh down the human spirit and to stifle its growth into the status of divine sonship for which it was intended. All of these reforms are good in themselves, but the amelioration of the surroundings and conditions of life are not enough. The emphasis must always be upon the release of the spirit. All Quaker social work stems from

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<sup>1</sup>Francis Bosworth, "Our Heritage and Our Future," in Alexandra W. Fogel, The Guild is People, Friends Neighborhood Guild, 1961, p. 13. (Mimeographed).

this religious conviction which is at the core of Quaker experience.<sup>1</sup>

Because of this deep conviction which has influenced the work of the Guild, Francis Bosworth was led to say:

The reason for the Guild's existence is to carry out the concern of the Society of Friends in human welfare and our true charter is in the social testimony of the Society of Friends. The Guild purpose within this broad concern is to help the people of the neighborhood achieve their own maximum potential for happiness, health, human relationships, and economic well-being through personal advancement and responsibility to one another; to assist them as individuals, as groups, and in their organizations in carrying out their brotherly and citizenship responsibilities in the neighborhood, the city, and the wider community.<sup>2</sup>

This statement may be equated with the definition of social welfare used in the beginning of this thesis.

Perhaps another reason for the Guild's continuing existence has been its ability to change with the needs of the neighborhood. We find the willingness to search for new ways of working in a report of the head worker in 1915:

The concerns or opinion on the part of those who have studied and are familiar with the broadest side of social settlement life is that settlements should be to some extent 'experiment stations' to try out constructive theories which, proving practical, are passed on if possible, either to the municipality or to another agency better equipped for that particular service. We should be unafraid to break and try new roads; we should be the field for experiments; the recruiting stations for those who have a message and a vision, and in no wise should we feel that our policy is not sufficiently elastic to change with the needs of the neighborhood or with the signs of the times.<sup>3</sup>

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<sup>1</sup>Francis Bosworth, The Story of Friends Neighborhood Guild, March 11, 1950, p. 1. (in the files of the Guild).

<sup>2</sup>Francis Bosworth, Report to Philadelphia Quarterly Meeting, 1947, (in the files of the Guild).

<sup>3</sup>Francis Bosworth, The Story of Friends Neighborhood Guild, Op. Cit., p. 27.

Friends Neighborhood Guild is located on the near north side of the city of Philadelphia, Pennsylvania. Generally this area runs from Vine Street to Girard Avenue and from Broad Street to the Delaware River. Recently this has been divided into four areas, for Guild purposes, known as East Poplar, West Poplar, Vine and Delaware.

It is, indeed, an area in which there have been sociological, cultural, and economic changes as well as increasing industrialization. The residential area changed with these complex factors. The Guild has thrice relocated in order to be "in the center rather than on the edge of our neighborhood, and to acquire more adequate facilities."<sup>1</sup>

"The Guild, in the beginning, served mainly a native white community, and mostly children. There was for some years an influx and egress of Jews in the community."<sup>2</sup> There has always been a high degree of varying ethnic backgrounds, with "33 nationalities in the area in 1961, in addition to our fellow Americans from Puerto Rico."<sup>3</sup>

Recent years have brought still further change. Urban Renewal and future expressways will bring more. Describing the Guild area in 1961, Alexandra Fogel gives this graphic description:

The population loss is quite high. However, the number of people receiving public assistance and the number in Public Housing are higher than five years ago . . . We are still left with those most in need . . . .

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<sup>1</sup>Francis Bosworth, "Annual Report to Members of the Guild Committee," Friends Neighborhood Guild, 1951, p. 3. (Mimeographed).

<sup>2</sup>Martin Berdit, "The Workers Responsibility in Process in Helping A Group of Teen Age Boys to Have a Strong Group Experience" (unpublished Master's Thesis, School of Social Work, University of Pennsylvania, 1952) p. 8.

<sup>3</sup>Alexandra W. Fogel, The Guild Is People, Friends Neighborhood Guild, Philadelphia, Pennsylvania, 1961, p. 9. (Mimeographed).

In 1959, there were two public housing projects in the area. There are now four.

There is a high percentage of schools in the area whose children are our highest service group.

Ethnically, the population is about 55% Negro.<sup>1</sup> The number of foreign born . . . is especially high in relation to the city as a whole . . . .

In the corresponding police district juvenile arrests have gone down, while general arrests have gone up . . . .

Finally, the aged population in the Guild area is very high as compared to the rest of the city. Many of these are single people living alone who will be able to make use of the Guild housing for the elderly.

For the future, the Delaware Expressway will wipe out the rest of the homes in the Delaware Area. Skid Row is to be demolished and homeless men relocated . . . . The Vine area will ultimately be redeveloped . . . . West Poplar . . . is the only area without any future plan, and it is most in need . . . .

An unemployment survey done in March, 1961, also found that contrary to the prevalent belief in people's high transiency in and out of the area, those in the worst economic and social situation have long tenure. Again those whom we serve remain in the area for the longest time . . . .<sup>2</sup>

Through the years the program of the Guild has changed with the complex changes which have come to the neighborhood. Francis Bosworth, the Executive Director of the Guild is quoted by Dunham as making this significant statement in speaking of these changes.

Toward the end of 1943, we as a settlement, began to question much of what we did and why we did it. The neighbors came to the old Quaker Meeting House for clubs, sports, dances, crafts, and to talk over their problems. But was that enough?

We were in the heart of an expanding slum. People were surging up from the South into houses long abandoned . . . .

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<sup>1</sup>Present estimates, following relocation of families in the area, indicate the population of the area is now 75% Negro.

<sup>2</sup>Alexandra W. Fogel, Op. Cit., pp. 23-24.

Now we began to question our responsibility to the larger community . . .

We began to move out into the area and new leadership joined in planning a new neighborhood.<sup>1</sup>

The Guild story is a history of partnerships and self-help.

While its program is diverse and reaches out to a wide area . . .

"the purpose is simple. It is rooted in a concern for the well-being of the total neighborhood, by helping individuals and families achieve happiness and security through mutual respect and mutual self-help."<sup>2</sup>

At the heart of the concern is the recognition of the importance of the family as an institution of society. The Guild assessed its program in this light, for out of its concern for individuals and families its program had lived through many years. But what had that program done to the family? Speaking of this, Francis Bosworth said:

Our initial assault was on the family. In our myopic way, we believed the family had changed from a self-sustaining household to a dormitory and refueling station. We thought the family was doomed anyway, and it would be futile to build our services around the family in order to strengthen family life. Instead we tore the family apart and tried to fill up each member's life so completely there would be no time left for family relationships. We became specialists in family disintegration.

But that fabulous invalid, the family refused to die . . . Then some of our leaders began the arduous task of using our services and skills to bring members of the family back together

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<sup>1</sup>Arthur Dunham, Community Welfare Organization: Principles and Practices (New York: Thomas Y. Crowell Company, 1958), p. 100.

<sup>2</sup>Charles Perri, "Using the Group Work Method Within a Neighborhood House Function to Help Members of a Cultural Minority Find the Form for More Constructive Participation in the Life of the Community," (unpublished Master's Thesis, School of Social Work, University of Pennsylvania, 1955), p. 3.



. . . community centers started family programs . . . they decided to explore ways to build programs which would strengthen rather than weaken family life.

Out of this recognition on the part of the field of social welfare, new approaches were made to accomplish this purpose. "We find the development of troop committees by Boy Scouts, the Parent-Teacher Association by schools, the co-ed program of group work agencies, the growth of mothers' clubs into family nights."<sup>2</sup> In the Guild, we find all these and more. Adults in the community began "to cooperate in helping their children with constructive recreation, while the children seemed better able to absorb help [in forming] better attitudes and values."

Out of these experiences has grown the Parents Advisory Council of Friends Neighborhood Guild which serves as an advisory group to Guild staff in planning and implementing program of interest and concern both for children and youth, and for its own membership. It was this group which, in the winter of 1963, availed itself of the opportunity of discussing some of their questions about raising their teenagers, in four special sessions under a special leader. "While there may not have been tremendous insights into new ways of living with [and] helping teenagers there was the experience of working together with others who share common questions and who are neighbors."

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<sup>1</sup>Francis Bosworth, "The Community and Its Leisure Time Resources," Friends Neighborhood Guild, March 1951, p. 3. (Mimeographed).

<sup>2</sup>Ibid., p. 4.

<sup>3</sup>Zita R. Attison, "Statement of Philosophy and Goals for Programs, 1960-1961" Friends Neighborhood Guild, p. 1. (Mimeographed).

<sup>4</sup>Barbara Roberts, "Interim Report on Participating Service Agency," A Philadelphia Experiment in Services to Children, Friends Neighborhood Guild, January, 1964, p. 9. (Mimeographed).

The program of the Guild is a working "program which seeks to move toward the community rather than one that tries to lure the community to a ~~stereotyped~~ program that occurs only in the Guild Building."<sup>1</sup>

It was for this reason that portable sewing machines, clay, saws, and hammers were taken to neighborhood blocks, and used in program, primarily geared to the improvement of family life. Back of this reaching out, also, was the recognition that people need to feel secure before they will venture forth, "that until such time as our neighbors become our friends and can come to our house for the additional help we can give . . ." the Guild goes to them recognizing that the "impersonality of an agency is just one more impersonality for people who need warm, interested concerned relationships, before they can grow into self-realization."<sup>2</sup>

In this history of partnership and self-help, and the seeking of new and different ways of meeting needs, we find the tangible expression of the Friends Cooperative Self-help Housing Project. Here, in 1953, one of the worst blocks in the area considered for urban redevelopment was purchased by the Guild and the American Friends Service Committee for rehabilitation. Cooperative ownership of the housing units were offered. The people themselves worked together in renovating what had once been desirable houses, long abandoned, into modern apartments. Through funds made available by the Bedford Mission,

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<sup>1</sup>Zita R. Attison, Op. Cit.

<sup>2</sup>Ibid., p. 3.



then closed, the equipment and supervision of the "Bedford Home Workshop" for the Friends Self-help Housing Project was made possible.<sup>1</sup> This workshop, located in the Guild, afforded necessary equipment for sawing, repairing and refinishing, and is still used today by people of the neighborhood as they desire to repair or create furniture for their own homes. The Guild is today located in this block, which comprises 88 apartments, bringing together people of varying cultural backgrounds and ethnic groups. This is now a corporation with its own manager.

This project stands as a monument to that which can be accomplished as people, using their skills, work together. However, it stands in an area in which demolition has taken place, as the Redevelopment Authority later moved on with its sweeping plans of urban renewal.

Meanwhile, the Redevelopment Authority negotiated with Friends Neighborhood Guild to undertake the relocation-management of the area. In March, 1961, we find the following statement made as the Guild accepted this stupendous task:

The Guild, which had been the initial catalyst, is known in the neighborhood and had an important stake in the future. It was also concerned that consideration be given to people who must find living quarters elsewhere. There was also the problem of the Puerto Ricans, Russians, Ukrainians, Kalmyks and other people from Eastern Europe. Though many of them spoke English, it was important that they should be able to discuss these problems in their mother tongue. For these reasons, the Authority was anxious to have the Guild undertake the job.

The Guild welcomed the opportunity as it would gain first-hand experience in the problems of people in urban renewal. The Guild formulated its goals which were shared by the Authority:

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<sup>1</sup>Alexandra Fogel, Op. Cit., p. 52.

1. To relocate the people into decent, safe and sanitary housing at a price they could afford. (This is a requirement of the Urban Renewal Act of Congress.)
2. To enable families wishing to remain or return to East Poplar to do so if they are financially able.
3. To use relocation as an instrument to help families with serious problems endeavor to seek solutions. We believe it is possible for the rehabilitation of people to go hand in hand.
4. To be a watchdog for integration in the new neighborhood.<sup>1</sup>

In concluding this statement regarding its participation in this program, we find the following rationale expressed:

"It allows us to work directly with the people of the neighborhood and to understand and study problems and potential of urban renewal".<sup>2</sup>

The relocation of people has now been accomplished by which 1068 families and 639 individuals were helped to find new homes.<sup>3</sup>

Still related to the problems of housing, the Guild now plans to enter the field of rental housing for the elderly. This is a mounting need as the number of elderly in the area is proportionately larger than that of the rest of the city and represents in high degree those persons who receive small Social Security benefits.

The Guild continues to use the first hand knowledge gained in this endeavor by transferring to its own permanent staff two of those

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<sup>1</sup>Friends Neighborhood Guild, "Relocation Program for East Poplar Urban Renewal Area under contract with Philadelphia Housing Authority," March, 1961, p. 3. (Mimeographed).

<sup>2</sup>Ibid., p. 7.

<sup>3</sup>Letter from Robert Marshall; Former Director of Relocation, Friends Neighborhood Guild, Philadelphia, Pennsylvania, March 13, 1964.

persons who were directly engaged in the Relocation Project. The first is now the Director of Housing for the Guild and Manager of Friends Self-Help Housing, Incorporated. The second, an intake worker in Relocation, is now a caseworker, whose responsibilities will be discussed at a later point in this chapter.

The Guild has been concerned in helping the people of the neighborhood "express a corporate voice for better living."<sup>1</sup> This was aptly illustrated while the writer was a staff member. The budget committee of the State of Pennsylvania recommended a budgetary cut in the amount allocated for Public Assistance of 6.6 million dollars per year. This cut is anticipated despite the fact that the basic assistance budget is based upon 1956 costs and that the over-all allocation for a family is reduced by one-third of this total computation. This also comes at a time when the Federal Government plans an attack on poverty.

Representatives of the Philadelphia Housing Authority, the Health and Welfare Council, the North Philadelphia Housing Committee, and the North City Congress called together agencies which work in the North Central Area of Philadelphia and any interested individuals. The Guild was immediately concerned. Members of the staff made contact with people whom they thought might be interested, drawing upon members of groups and community organizations. A small group attended the meeting at which plans were made for a "March on Harrisburg" in protest not only of the budget cut, but also in protest of this being done without

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<sup>1</sup>Francis Bosworth, Annual Report to Members of Guild Committee, 1951. Op. Cit.

public discussion and open hearings. These plans were brought back to all the staff who in turn made contact with other persons with potential interest. The people of the community who went to the first meeting formed a nucleus with which to work, and in turn made contact with their neighbors and friends. Here was something to which staff and community could relate for all concerned knew the meaning of a possible cut of Public Assistance funds. It was also something which they could do in an effort to help not only themselves but others. They were given help by staff. In five days from the time of the first meeting over 100 went to Harrisburg, keeping an appointment with the Governor and a more informal meeting in the afternoon with a Legislative Delegation. Over the week-end, preceding the March, a petition had been circulated and interested individuals asked to come together on Monday night in preparation for the trek the next day, and pursuant action in the weeks ahead. Over fifty people crowded the room that evening. The petitions they brought in bore 1018 names representing various sections of the Guild community. These petitions were presented to the senator by one of the women who first came to the Guild because of need of basic clothing for her seven children. Commended for her leadership and the contribution she was making, she replied, "This will not directly affect me but it is something which might help someone else."<sup>1</sup>

As in 1951, so it is in 1964;

The Guild attempted to promote a clearer knowledge of social, economic, and political conditions on the part of its

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<sup>1</sup>Interview with the Writer, Philadelphia, Pennsylvania, February 10, 1964.

clientele in order that they might begin action toward a more just sharing in the benefits of democracy.<sup>1</sup>

In 1961, Francis Bosworth also pointed out:

. . . Community Development will be chiefly concerned with generating a sense of community among the different agencies, churches, institutions and diverse individuals who comprise the area. We will be concerned with strengthening the individual groups and help them to know and to speak to one another, to create paths of partnership and mutual concern among them, and with helping them to assess their responsibility to the total community well-being.<sup>2</sup>

Generating a sense of community is difficult indeed, in such an area. In the March to Harrisburg one sensed a commonality of purpose.

#### The Overall Program of the Guild

The program of the Guild is far flung and diverse. In its attempts to relate to the community its central concerns are those of the total staff and total agency.

Arthur Dunham, in his comments on his Guild visit in August 1961, said:

The program of the Guild seems to me, on the whole, to be excellent. Most of the specific projects and activities seen sound. The program as a whole is creative, imaginative, dynamic, and forward-looking . . .

The program includes a large number and a wide range of varied activities. It includes community organizations; group work and recreational and informal educational activities, casework, and housing administration. This suggests several comments and questions:

a. The program is bewildering to anyone who is new to it. It is hard to get perspective on it or to find a central focus for all the things that are going on . . . . Any

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<sup>1</sup>Francis Bosworth, Annual Report to Members of the Guild Committee, Philadelphia, Pennsylvania, 1951, p. 2.

<sup>2</sup>Francis Bosworth, "Our Heritage and Our Future," Op. Cit., p. 15.

administration must juggle a number of administrative balls, at any one time; but the Guild program appears to require a kind of super-juggling as far as the number and variety of balls are concerned.<sup>1</sup>

The writer is indebted to James Edward Craigen for his concise outline of the services of the Guild as he described these in 1962.<sup>2</sup> However, this has been brought up to date, in the subsequent material.

The present services of the Guild are outlined as follows under these broad headings:

A. Education-Recreation Program

1. interest-group activities
2. social groups
3. groups brought together by staff to try to work out their individual problems with the group . . .

B. Library, Counseling, Tutoring and Youth Opportunities Programs . . .

It is in these areas that we are able to help the children and youth of the neighborhood grow in ability to assume their responsibilities of citizenship.

C. Community Work

. . . everything we do is community centered and that much of community contact is through participation with others . . . . Every functioning part of the Guild has a definite relation to the community . . . .

D. Work with Youth

In the past years, our work centered around the hostile youth with the only notable exception being the library. Today these projects are conducted in terms of over-all goals, rather than problem centered.

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<sup>1</sup>Arthur Dunham, "Some Comments on the Program of Friends Neighborhood Guild," (Philadelphia, Pennsylvania, Friends Neighborhood Guild, 1961). pp. 2 and 3. (Mimeographed). Cited by James Edward Craigen, "Social Work Assessment By the Casework Department at Friends Neighborhood Guild, Philadelphia, Pennsylvania," (unpublished Master's Thesis, School of Social Work, Atlanta, Georgia, 1962) p. 16.

<sup>2</sup>James Edward Craigen, "Social Work Assessment By the Casework Department at Friends Neighborhood Guild, Philadelphia, Pennsylvania," (unpublished Master's Thesis, School of Social Work, Atlanta, Georgia, 1962), p. 14.



E. Services to Individuals

The Guild services to individuals has been and is one largely of a referral nature. Many of the people who come to us are well known to community services of one kind or another, especially those which carry an authoritative or quasi-authoritative role in the community. "The experience of these families is often fragmented. Characterized by crisis, resolution of the specific crisis, followed by reasonable quiet until the next crisis . . . . Borne out by the experience of the Guild's Basic Casework Service, these families cannot sustain a helping relationship with us nor assimilate our help into the family life."<sup>1</sup>

Recognition that referral may take many months, and that there is a reservoir of need which is apparently unmet by existing community services, has been a growing conviction of the Guild, which has resulted in increased social caseworker services. These will be discussed further in this chapter.

F. Housing

In the past, the concern with housing has been mainly with the physical aspects. The Friends Self-Help Housing Project and the redevelopment of East Popular have been large areas of work for the past five years. Work in Relocation is now completed. The Guild plans to enter the field of rental housing for the elderly in the future.

G. Special Projects

Through many years, the Guild has constantly sought new ways of working and has seen itself as a field for experiments. Program in special projects leans heavily upon when and in what areas money is available. Funds from special sources have made possible in recent years the Guild work in Relocation, and the Housekeeping Project (later described). Such funds now make possible the following:

Philadelphia Experiment in Services to Children

Program of Reading Enrichment

Plans for a Half-Way House

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<sup>1</sup>Barbara Roberts, Op. Cit., p. 1.

H. Students and Volunteers

The past five years have seen a large number of students and volunteers in Guild program. With our belief in the necessity of such service, it is also vital to say that staff and supervision time for students and volunteers is very high. Because of time available, it may be necessary to curtail the program to a certain degree. For the school year 1963-64, there were eight graduate students doing field work in the agency and ten undergraduate.

I. Research

. . . The Guild has used student theses, staff surveys and specially granted research projects in its move toward survey and research as a part of the on-going program . . . .<sup>1</sup>

### Casework Services

As the Guild has worked through the years in trying to assist socially disoriented persons in their adjustment to society, it has recognized the necessity of social casework service as well as social group work and community organizations. This service has worked as an integral part of its over-all service to the community. Therefore, in gaining a picture of the agency it is necessary to review the development of this service.

Throughout the years the reports of headworkers indicate they recognized the need of counseling in individual problems of people. Frequently, home visits were made by the group leader when members in a group indicated that there were problems which were of concern to them. Visits were likewise made to determine the need for coal, as the Guild has been and is a disbursing station for free or needed coal which is made possible by a private legacy for "the worthy poor".

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<sup>1</sup>James Edward Craigen, Op. Cit., p. 15.



In 1947, the employment of the first caseworker on the staff was made possible by the White Williams Foundation. The executive director of the Guild pointed up the need for such a person in a letter:

. . . the greatest neglect in our program has been the delinquent and pre-delinquent girls, especially our Negro girls . . . We now have club work and a lounge period for dancing, and our membership includes approximately 300 girls. Many of these are the really "tough" girls of the area . . . it is not being fair to bring them into the agency and do nothing for them except a group and club work program . . .<sup>1</sup>

Many of these girls dropped out of program because of their behavior. In an attempt to help the girls, the agency tried to offer their assistance but the staff was inadequate in number and training. The services of a caseworker were needed because many of the girls' problems needed intensive casework, which the Agency's workers were not equipped to handle. They did not have the skill and training to diagnose, handle the situation, and make the proper referral. In addition to fulfilling these functions, the caseworker would be a resource person for the rest of the staff, because of her sensitivity to group work. Her job was performed through direct interviews with clients and consultative work about clients with the group work staff. Other agencies increasingly referred clients to the Guild caseworker.<sup>2</sup>

In a cover letter written by Francis Bosworth in 1953, he expresses gratitude to the foundation in enabling the Guild to:

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<sup>1</sup>Letter from Francis Bosworth, Executive Director, Friends Neighborhood Guild, Philadelphia, Pennsylvania to Howard Fund, March 20, 1947, Cited by James Edward Craigen, Op. Cit., p. 18.

<sup>2</sup>James Edward Craigen, Op. Cit., pp. 18-19.

. . . demonstrate to us and to others the value of a caseworker in a group work agency. This has not only enriched our program and allowed many persons to be served who would not have otherwise sought counsel for themselves and their families, but also it has allowed us to serve some very disturbed people in our neighborhood and in many cases to retain them in normal life.

The most important change in work for the year has been in serving a large number of Displaced Persons. This has also involved interpreters and has meant a great deal to strangers in a land they hope to make their home.<sup>1</sup>

Originally, the salary of the caseworker was paid by the private grant because the local community chest at first did not conceive of casework as a settlement house function. However, because of its demonstrated value as an agency function and as a community resource, when the grant expired in 1955, the Community Chest included this position in the agency allocation. As time passed, the concept of the caseworker in a settlement house also changed. The caseworker assumed more administrative and consultative responsibility, and terminated her dual role as a group leader. This is demonstrated by her job description for the Guild caseworker for 1957-58:

Supervised 38 meetings of baby conference, handled distribution of Grandom coal, visited for Parent Youth Aid Committee, served as Consultant to Jefferson Neighborhood Council, and organized five blocks clean-up campaigns with them, arranged for special Christmas help from organizations for 47 needy families, answered questions on surplus food, supervised opening of library and located volunteers and tutors, arranged for club group to create \$500 campership funds which allowed 60 children from neighborhood to go to camp, placed 8 in jobs, arranged meeting with Puerto Ricans for farm labor, served as vice-chairman of Puerto Rican Affairs Committee of the Health and Welfare Council and on Committee for Publishing Housing Code-Manual in Spanish; 339 interviews; 108 referrals, 55 home visits, 11 community organization meetings and other professional meetings.<sup>2</sup>

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<sup>1</sup>Ibid., p. 22.

<sup>2</sup>Job Description Files, Friends Neighborhood Guild, Philadelphia, Pennsylvania, January 26, 1962. (in the files of the Guild).

Gradually as these services grew and additional unmet needs were seen, other staff members were hired with casework skills and special socio-cultural knowledge. The services rendered essentially include job referrals, family and individual counseling, referrals to other agencies, and consultative functions with other staff.

At present, the Guild has two part-time persons on its staff. The first, a social caseworker, is employed as a worker to render special service to the foreign-born. A speaker of five languages, with a wealth of experience, she works with people of many ethnic groups and displaced persons.

The second person is a caseworker whose primary responsibility is intake and referral. Coming to casework at the Guild from the Relocation Project, she knows many of the people out of that experience.

Both of these workers carry cases which involve home visiting and continuing contact.

Casework in a settlement has often been described as largely a referral service. However, there is an increasing feeling in the Guild that despite the multiplicity of services and agencies in the community, there is a large reservoir of need on the part of people, which is not met by the existing services. Many of the people, lacking in experience, do not know how to use the resources available to them. They come to the Guild at a time of crisis, because it is accessible both psychologically and physically. Already confused, they are quickly discouraged by the more formal agency, located downtown, where it may take several weeks to obtain an appointment. As a result, the Guild may carry a case over a period of time, until the client develops sufficient strength to transfer to the more formal setting.

## Special Projects

Three of the special projects sponsored by the Guild in recent years have included a social caseworker in offering services to the special group of families whom these projects served.

### 1. Relocation of Families

In 1960, when the Guild contracted with the Redevelopment Authority to relocate the people and manage the properties of a portion of the Guild's service area . . . agreeing to relocate over 1016 families and 639 single people, a social caseworker was included on the staff.<sup>1</sup>

The Relocation Manual lists the function of casework as follows:

. . . that of intelligent referral only . . . . Before a client moves out of the area we may go to considerable effort to help him solve problems, particularly those preventing good relocation, but these efforts must all be directed toward referring the client to another agency, unless our help can solve the problems in very few contacts. This will be the exception . . . the clients with more difficult social problems will be transferred to the social caseworker, or social casework student.<sup>2</sup>

The relocation population was generally categorized as follows:

- 1) Brief service: Those families who need merely concrete service and have no special problem.
- 2) Relocation problem: Those families who have problems directly related to their relocation . . . . The service herein provided is largely informational and educational.
- 3) Working with families having social or emotional problems etc., that are obstructing their relocation into decent, safe, and sanitary housing.<sup>3</sup>

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<sup>1</sup>"Guild Relocation Program Procedure for Relocation Workers," Revised September, 1961. Friends Neighborhood Guild, 1961, p. 6. (Mimeographed).

<sup>2</sup>Ibid., p. 5.

<sup>3</sup>Ibid.

This project, again, served to point up the need of individual services, and its success is due in part to the fact that such help was offered.

## 2. Special Housekeeping Project

A grant from the Research Grant Program of the Social Security Administration Department of Health, Education and Welfare enabled the establishment of a research demonstration program providing services to the chronic and persistent poor housekeepers who were subject to eviction from Public Housing and, at the same time, exploring answers to the "whys" which had grown out of the initial program. The staff of this project included a part-time caseworker, together with the director, a homemaking consultant, a research worker, and a secretary.

The job description of the caseworker was stated as follows:

"(She) is, responsible for brief casework service to mothers in their own homes, focusing on factors affecting appropriate and sound use of the project service and the utilization of other community and agency resources as needed by the housekeeper and her family."<sup>1</sup>

In discussing social case work help of this project, we find the following in summary:

Casework help was originally thought of simply as an enabler to assist mothers in being able to attend group sessions - a link between the mother and the group. A mother absent from the group session was called on by the caseworker to find out why she had been absent and to see if there was any way she could be helped to attend the next group session.

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<sup>1</sup>Wilma Stringer, "Communication as a Process in Facilitating Family Functioning," (unpublished Master's Thesis, School of Social Work, Atlanta University, Atlanta, Georgia, June 1963), p. 12

In some instances, the caseworker found the mother had problems which were getting in the way of her using the group . . . .<sup>1</sup>

During the second demonstration period, the caseworker worked primarily with (1) mothers whose other problems got in the way of their dealing with their housekeeping ones; (2) mothers and fathers together where marital conflict was such that it prevented the family from dealing with their housekeeping crisis; (3) mothers whose main difficulty was relationship with their children (here, as in marital difficulty, casework help was given only in and around the housekeeping area.)

. . . . .

One of the major functions of the casework help was to assist some of the mothers reach a point where they could use the Homemaking Consultant. It took as many as six weeks working with some of the mothers and supporting their efforts before they were able to move to use the . . . consultant.<sup>2</sup>

Therefore, we see that in this project casework was an essential factor in helping people develop a capacity to use services.

### 3. The Philadelphia Experiment in Services to Children

A third special project in social casework is the Philadelphia Experiment in Services to Children, which is now nearing the end of its first three years. This project has been conducted in cooperation with five other agencies of the city. Its purpose has been to explore new methods of serving children under eighteen years of age and their families "where there is severe dysfunction that is detrimental to the children".<sup>3</sup>

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<sup>1</sup>Harold Lewis and Mildred Guinnessy, Helping the Poor Housekeeping Family in Public Housing: A Research Demonstration Project. Friends Neighborhood Guild, September, 1963, p. 303. (Mimeographed)

<sup>2</sup>Ibid., pp. 196-198.

<sup>3</sup>Operational Manual, Friends Neighborhood Guild, 1962, p. 7. (Mimeographed).

The Guild entered this project because it recognized out of experience,

. . . There are families in the neighborhood who fall below the minimum standards of health and decency; who fail to meet minimum child care standards of this community; whose child rearing practices work to the detriment of children under eighteen years of age; and who have proven to be a source of trouble to themselves and to the community.<sup>1</sup>

The Philadelphia Experiment in Services to Children project is the first coordinated plan in which the Guild has had sufficient funds to develop its work, combining its knowledge of working with people, using all services of the agency, and dealing with families previously known to it.

This project has served to bring a new awareness into the work of the entire staff. Not only has there been positive movement on the part of the families served, but also a growing conviction that "the skills of the social caseworker, social group worker, and social work trained community organization worker can have both direct and indirect effect on the lives of these families as well as on the neighborhood which affects and is affected by the health or dysfunction of families".<sup>2</sup>

This conviction was indicated by the following statement:

The Education-Recreation program and staff reflected much of the shift in attitude as well. Referrals from casework were received with more awareness, sureness and sense of possibility. Staff members from the two services spoke more freely together about people with whom they were working jointly, with greater

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<sup>1</sup>"Bases of Service, Developmental Program Outline Philadelphia Experiment in Services to Children," Friends Neighborhood Guild, July 1, 1962, p. 1. (Mimeographed).

<sup>2</sup>Barbara Roberts, "Interim Report, " Op. Cit., p. 2.



trust in each other's skill, concern and relatedness to people as well as to the agency. They had all gotten along well together, but, with the addition of what feels like a creative dynamic, they were more related in a sense of mutual purpose. Within the tenure of this project, new groups were formed which reflected some of the new awareness, and some of our regular clubs seemed to benefit also.<sup>1</sup>

### Conclusion

In the history of the services of the Guild, there is an evolving process of working with people. Born out of its concern for people, the Guild has increasingly realized that in order for it to fulfill its purpose of enabling an individual or family to develop a capacity more effectively to utilize available resources, thus developing their own potential, the people themselves must be involved in a partnership, so that the total agency is an expression of a corporate voice for better living.

We have seen, also, how social casework has grown through the years as a needed method, along with social group work and community organization, and of how all three, used simultaneously, have created a dynamic relationship within the staff. Back of this relationship is a quality of commitment on the part of a group of people who share the role of the agency - "to help people of the neighborhood achieve their own maximum potential for happiness, health, human relationships and economic well-being through personal advancement and responsibility to one another."<sup>2</sup>

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<sup>1</sup>Ibid., p. 9.

<sup>2</sup>Supra, p. 12.



CHAPTER III  
A STUDY OF TEN SAMPLE CASES  
KNOWN TO FRIENDS NEIGHBORHOOD GUILD

The purpose of this chapter is to give a picture of the clients using the services of the Guild - what they brought to the agency and why they came; what was done, or is being done to help them; what response there has been to the services, and what further services seem indicated.

As stated earlier, this sample is composed of cases which were accepted in the intake and social casework services in Friends Neighborhood Guild between the dates of June 1, 1962 and May 31, 1963.

The ten cases are those of nine families and a single individual.

It is interesting to note certain characteristics of the sample in relation to those of the Guild area. Ethnically, the population of the Guild area is approximately 75% Negro,<sup>1</sup> while this sample is 70% Negro.

The remainder of the population of the Guild area represents a high degree of various nationality groups.<sup>2</sup> The other cases in this sample represent 20% foreign-born and 10% American-born Caucasians.

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<sup>1</sup>Supra., p. 13.

<sup>2</sup>Alexandra Fogel, Op. Cit., p. 98.

Approximately 20% of the families in the Guild area live in the four public housing projects,<sup>1</sup> while in this sample six of the families did so, or 60% of the sample. Since the Special Housekeeping Project was a service offered during the period of this study, this seems a natural phenomenon. Four of the cases in the sample were recipients of this service.

Again, approximately 20% of the people of the area were found to be recipients of public assistance in 1961.<sup>2</sup> In this sample, 70% are dependent upon public assistance grants as their only source of income, while 20% have incomes supplemented by public assistance, making a total of 90% currently receiving public assistance.

Assistance was given in the tenth case during the last three years. This mother is now gainfully employed in a low income job. All cases, therefore, represent people in the low income bracket.

In the nine families, only one father was present in the home and has since separated. There are forty-six children under 18 years of age, or an average of five, plus, children per family. Seven of the mothers have been deserted or, as indicated, separated, while two are unmarried mothers. The individual male is reputed to have maintained an apartment for a woman whom he never married. All have, therefore, had difficulty in relationships with the opposite sex.

Only one individual male is over 45 years of age. All heads of households were between 26 and 45 years old.

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<sup>1</sup>Ibid.

<sup>2</sup>Ibid., p. 101.

The agencies to which these cases were known prior to Friends Neighborhood Guild represent primarily authoritative ones - the Department of Public Assistance and Public Welfare, the Municipal Courts including the Juvenile Court, Court of Domestic Relations, both male and female divisions, the Philadelphia Society to Protect Children, the Department of Pupil Placement and Personnel of the Schools, and the Public Housing Authority. In a multiplicity of seventy-four Social Service Exchange Registrations concurrently active or subsequent to registration of Friends Neighborhood Guild, 41, or 55.4%, represented authoritative agencies. The remaining 33 registrations, or 44.6%, were with private agencies.

There seems to be a commonality in the types of problems which this group presents. The chart which follows depicts some of the most common. (See Chart I, Summary of Major Problems In A Sample of Ten Cases in Social Casework at Friends Neighborhood Guild, Philadelphia, Pennsylvania, June 1, 1962 - May 31, 1963, page 36.)

The study of the ten cases, which follows, shows the problems which people presented, the nature of the services rendered by social agencies, the response of the individuals served, the present status of the case, and the recommendations made for further services. Each case has been summarized from the material submitted by the agencies on the summary forms, a sample of which are attached in the Appendix of this thesis. The direct quotations in these summaries are taken from this material, unless indicated, otherwise.

# CHART I

## SUMMARY OF MAJOR PROBLEMS IN A SAMPLE OF TEN CASES IN SOCIAL CASEWORK AT FRIENDS NEIGHBORHOOD GUILD, PHILADELPHIA, PENNSYLVANIA, JUNE 1, 1962 - MAY 31, 1963

<u>Type of Problem</u>	<u>No. of Cases</u>	<u>Type of Problem</u>	<u>No. of Cases</u>
I. Economic Problem		V. Problems in Role Performance	
A. Low Income Gainful Employment	1	A. One-Parent Family	9
B. Major Income - DPA	7	B. Overwhelmed by Responsibility	7
C. Supplementation - DPA	2	C. Poor Housekeeping	5
D. Unemployment	1	D. Eviction Imminent	6
II. Housing		E. Inadequate Clothing or Food	8
A. Public Housing	6	F. Exploitation by Loan Companies	3
B. Private Family Dwelling- Rented	3	G. Need of emergency supple- mentation of income	4
C. Other - Hotel Room	1	H. Excessive Use of Alcohol	3
III. Health Problems		I. Unwed Pregnant Daughter	1
A. Families having Problems	8	VI. Relationships to Community and/ or Agency	
B. Condition treated	6	A. Contact initiated by Client	4
C. No treatment Indicated	2	B. Referred by Authoritative Agency	6
IV. Marital Status		C. Resistant to Agency Relationship	4
A. Separated or Deserted	7	D. Withdrawal by Client	3
B. Unmarried Motherhood	2	E. Outreach Approach by Agency	5
C. Single but Relationship Main- tained with Opposite sex	1	F. Problems with Civil or Criminal Authorities	2

Source: Summary from Agencies giving services, February, 1964

Summary of Case #1

Family Composition: Mother, age 40; Father separated

Children	Date of Birth
Daughter	2/14/43
Daughter	2/22/47
Son	8/7/49
Daughter	1954
Daughter	1960
Daughter	1961

Income: Court order filed for attachment of husband's wages giving partial support to family. Maintenance was given by DPA, 8/61 - 8/62, until support from the husband established. Mother obtained job as a School Crossing Guard after DPA closed case.

Housing: Family lives in public housing project.

Health: One child meningitis. Mother gave history of poor health, was once hospitalized, but extent of problems is not known.

Contact with Other Agencies:

Family known to Salvation Army due to mother's request for assistance with hospital bills for herself and daughter in 1958. She was referred to social service of the respective hospitals.

She was thought to be cooperative in her relationship with the above mentioned agencies. She resisted employment due to "poor health". However, her seeking and retaining employment, later, was construed by one agency as meaning she was "thus furthering her independence".

Friends Neighborhood Guild Contact: 10/29/62 - 12/31/62

Family was referred to the Special Housekeeping Project of Friends Neighborhood Guild due to chronic poor housekeeping and imminence of eviction. Mother was resentful of "interference".

Mother stated she had little control over the children and was burdened with their care. The children were poorly and inappropriately dressed. An older daughter sharing the apartment failed to cooperate in routines of daily living.

During the three months period of this project, the mother rejected all possible contact with the social case-worker affiliated with the project team. She attended no group sessions designed to help the group of mothers known to this service. She did have six contacts with the homemaker. Her housekeeping improved, under duress, to a sufficient degree to avoid eviction. This is maintained only sporadically,

During this time, one child, Dorothy, age 8 years, became active in Guild program, but withdrew saying she could not pay dues. (Participation in FNG program is possible without such payment. However, this is usually worked out with the parent. In this case, the mother failed to cooperate in discussing situation.)

In April 1963, family was referred, without its knowledge, to the Philadelphia Experiment in Services to

Children.<sup>1</sup> Attempts of worker to make contact have been rejected. Mother makes no response to home visits, messages, letters.

Recommendation:

Continued outreach is recommended in order to assess situation and the ability to use help.

Group Participation of Child:

Meanwhile, Dorothy was referred by the school to the Reading Enrichment Program for children, at the Guild. In this program, stories are read and discussed, and special emphasis is placed on reading skills and vocabulary. Though shy in the beginning and shabbily dressed, Dorothy has "gained in self-importance and a sense of freedom". Her attire has improved. Her membership fee is paid.

In the current year, she is a member of the Special Reading Group for the Gifted Child in which she shows leadership capacity. She was in a play in January, 1964. Her opinions are valued, especially on controversial subjects, while her contribution is marked.

Recommendation:

Continued experience in social groups to contribute further to the development of self-appearance and leadership abilities is recommended.

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<sup>1</sup>Supra., p. 30. Referred to, hereafter, as PESC.



Summary of Case #2

Family Composition: Mother, age 44, unmarried

Children	Date of Birth
Son	9/13/57
Daughter	2/15/53
Daughter	4/16/55

Ten other children out of state in foster care or with relatives.

Income: Family has received assistance from DPA since 1955.

Housing: Family occupied sub-standard housing until December 1963. History of frequent moving, poor housekeeping, and inadequate furnishings.

Health: Mother has long and traumatic health history. She suffers from headaches and insomnia; obesity, psychotic depression; hypertension; kidney disease, bursitis; gastro-intestinal symptoms. Surgery included Appendectomy, Hysterectomy, Hemorrhoidectomy, Herniorrhaphy, Removal of Breast Masses. She remains under treatment for emotional symptoms with continued clinic check-ups, following a period of no hospitalization or clinic appointments from October 3, 1961 to May 3, 1963.

Health of children has, also, been neglected. Frequent interruption of schooling due illness.

Contact with Other Agencies:

Family was known to Children Protective Services (Philadelphia Society to Protect Children) due to mother's neglect of children because of her consistent and heavy

drinking. The mother's desire to keep and provide for her children was recognized. By Court Order the children were allowed to remain with the mother, on probation.

Because of the mother's hospitalization and frequent illness, the children were placed in foster home care, on a temporary basis, from December 1955 to May, 1956 and again from November, 1957 through December, 1961.

The DPA felt the mother gained some insight into her problems and became able to express herself more freely. She seemed to use short-term services of the Children's Agency to full advantage, kept appointments regularly, visited the children as often as her health permitted, and used this agency in planning more realistically for her children.

In December, 1961 she made contact with Salvation Army, requesting furniture in order to re-establish her home. This agency referred her to Philadelphia Housing Authority, but she did not follow through on this referral. This agency also offered counseling, but the mother "did not seem able or willing to carry through". Her contacts were inconsistent and the case was closed without assistance being given with requested furniture.

The children were returned to the mother, 12/28/61. Family was referred to and given service by the Special Rehabilitation Unit of DPA in March, 1962 through March, 1963. The mother continued to show emotional instability. She was "unrealistic in planning", dependent upon others

for daily needs, inconsistent in keeping appointments, while the children appeared in torn and dirty clothing, held together with safety pins. It was during this year that the mother withdrew from all contact with the hospitals or clinics, thereby neglecting her own and her children's health.

Referral to Friends Neighborhood Guild:

Referral of family to Friends Neighborhood Guild casework was made by DPA in 12/61. Mother was unable to provide utilities and children were in need of clothing. Case was accepted in this service on a temporary basis. Family was given material aid, in the form of coal, clothing, food certificates and Christmas help. A small cash loan was also made. The children became active in program. Case was closed in casework service in March, 1962. However, it was reopened in February, 1963, when the same needs were presented. The Guild gave casework service in budgeting and planning along with material aid in kind, and supervised the care of the children when the mother was hospitalized on an emergency basis due to a knife stab, later in the spring.

The characteristics of "inability to follow through" and of allowing situations to reach crisis proportions before requesting help were again exemplified. Yet, there was always the desire to do better, and the mother's use of various agencies indicated she had a capacity worth testing through outreach service, to determine if she could use

help and become a better mother. Clearance was made with DPA Special Rehabilitation Unit. They felt they were making no progress and were glad to have family given the opportunity of service through PESCS.

Case was opened in this project in April, 1963. The mother was discouraged and hostile and had withdrawn from all possible contact. She admitted heavy drinking in the preceding months.

At this point, there were no utilities, "the children were ill and out of school" and had been for a month. The mother had not attended clinic, "fearing removal of children from the home".

There was indebtedness to credit companies and time payment purchases, all indicating lack of planning and budgeting.

During the last year, material aid has been given in the amount of \$500.00, over a five months' period "to help the mother reduce indebtedness, provide immediately for heat, gas and light, and to allow her to learn to budget income." Some furniture was returned on a planned basis to credit vendors, other furniture given.

The family was helped to move to less expensive, but adequate housing. This entailed enlisting the cooperation of the neighborhood realtor, and finding volunteer labor. Sailors from the Navy Yard gave this, helping repair the house with materials furnished by the landlord. The mother cooked and served lunch to these workers at the Guild. The

family moved into its "new" home before Christmas and enjoyed a happy occasion with toys chosen by the mother for her children, from other Guild resources. There were even lights on a tree!

Quoting from a summary of the case:

The mother has used both social casework help and direct aid extremely well for the benefit of herself and her children. Health needs of family are being attended to; children are attending school regularly, mother has stopped drinking; children attending activities at Guild and another neighborhood facility. Mother attends Guild, school activities, civic association and takes keen interest in children. Debts are being paid off on a planned, regular basis after worker's intervention with loan and credit companies for refinancing and paying off some debts for cash with considerable saving to client.

Two of the children need help with school problems and seeming learning disabilities. Mother is now much better able to cope with the problems of daily living and to play her part as mother to her children. However, the reality of low public assistance allotment is such that it seems unreal to expect that there may not be back sliding in the face of even a minor emergency situation.<sup>1</sup>

Recommendation:

Continued intensive work is yet needed to help this family sustain gains made and improve further the care of the children. There is potential for integrating her experiences but also question if she can do so without help from intensive casework relationship.

Family in Program Activities - 1961-1963:

In 1962, the mother participated in no program activities but was rather withdrawn and apparently un-

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<sup>1</sup>Barbara Roberts, "Interim Report" Op. Cit., p. 24

interested. After intensive special casework was begun in 1963, mother began participating in the group on budgeting and financial management at the Guild. In the late fall of 1963, she voluntarily attended the West Poplar Civic Association. She entered into discussion of planning for changes in a deteriorating neighborhood. This immediately followed her move into more desirable housing. Her relationship with the group was fraught with some "jealousy" on the part of others present, who would like to have similar assistance. She found courage to openly state this could be obtained through mutual planning and self-help.

During the last year, she has attended the Home and School Association Meetings, has participated in special activities at the Community Center where her children are also active, and has taken part in similar occasions at the Guild. She was in the group from the Guild area who participated in the March to Harrisburg, relating well to both staff and others in the group. Her participation indicates greater self-assurance and self-esteem.

#### Children in Program of the Guild:

The three children began participation in the educational-recreational activities of the Guild in late December, 1961. All three had problems in establishing relationship with others. They were shabbily dressed, attendance was tardy and irregular. Frequently ridiculed by other children, they retaliated by fighting. The son and oldest child, was most often defeated and showed this emotionally.

The Guild staff worked together to enable the children to have better clothing. Interpretation was given the mother of the value of the group experience, regular attendance, and meaning to children of personal appearance. The latter improved. The children responded well to personal attention of staff. Their sense of value seemed to increase, though not the relationship with their peers. While they desired a strong relationship with the group, their hostility and fighting with children precluded that which they desired.

The children were simultaneously active with St. Paul's Community Center which was nearer their home. The same patterns of behavior characterized their participation. The Guild felt that dual participation was a matter of shopping from one agency to another. In conference with the mother, the children were encouraged to use the agency nearer their home where they might identify more strongly by regular attendance.

In the case of the boy, his need of learning how to get along with others, through activities of real interest to him, and his having a strong relationship with a male figure were felt important.

In the case of the girls, further group experience in order to help them establish a relationship with children their own age, and stronger parental support, with consistent group attendance, were needed.



**Present Group Participation:**

During 1963-64, the children have attended St. Paul's regularly. The boy has been given support and individual attention along with recreational and group activities. He is now clean in personal attire, has more pride, security, and a sense of belonging. Instead of "moping", he is a happy child who laughs, plays, and runs.

The oldest girl presented numerous problems. Feeling inadequate, she tore up things and was quickly called the "Roach". The group workers have given help in her becoming accepted. She has gained some stability, pride, and group satisfaction. She is no longer called the "Roach", indicating greater acceptance by her peers. She walks through the building.

The third child is described now as a good, normal child who is adjusted to the group and accepted by the group.

All the children are regular in attendance.

While the social group worker recommends continued social group work experience for all members of the family, he also recommends continued social casework. He points out that having the basic needs met has given strength to the entire family. He feels continued support through social work will enable each member to sustain the gains made.

Summary of Case #3

Family Composition: Father, age 37, separated

Mother, age 35

Children	Date of Birth
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Daughter	6/1/53
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Daughter	4/59
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Income: Family has received assistance through DPA since 1958, when mother lost job due to pregnancy with youngest child. Husband is separated and unemployed.

Housing: Family lives in public housing project.

Health: Mother received prenatal care through hospital clinic, where she was later confined.

No major health problems are indicated. Mother is conscientious regarding regular clinic visits for self and children.

Background Information:

In 1958, this mother made personal application to DPA, as she was unable to work due to her pregnancy. She had recently separated from her husband. He was unemployed and, therefore, making no contribution to the family's support, though under Court Order to do so. The mother was greatly discouraged, lacked motivation in carrying out her responsibilities. She responded to help and treatment and managed her finances well.

Referral to Friends Neighborhood Guild:

However, her housekeeping was chronically poor. She was referred to Social Service of Public Housing, as her

eviction, because of poor housekeeping, was imminent. She was in turn, referred to the Special Housekeeping Project of Friends Neighborhood Guild in October, 1962.

The mother's reaction to this referral was one of anger. She denied her problem emotionally, and desired only tangible help, such as a new stove, rather than cleaning the one she had. She attended no group sessions, broke appointments with the caseworker and often with the homemaking consultant. She "imputed authority to the workers which created a tense relationship". She used help, however, in specific areas discussed. It was noted on subsequent visits that she showed improvement in these areas, and she was given recognition for such improvement. Gradually, her over-all housekeeping improved and seems to be sustained. Her eviction was avoided. The case was closed in this service in 1963.

This family continues to receive public assistance. The caseworker states the mother is anxious to improve the well-being of her family. However, there is apparently a growing dependency. This agency recommends counseling to help motivate her toward employment. She has been referred to the State Employment Office, for possible work or for job training.

#### Group Participation of Child:

The oldest daughter joined the Library of the Guild in April, 1962 when the mother was active in the Housekeeping Project. She was present in program in the fall of 1963

and attends regularly three times per week as a member of art class, reading group, and girls club.

This child was very shy, found it difficult to establish relationships with a group and required constant reassurance from the staff and group leaders. She stuttered a great deal in her early contact and was often overcome with timidity. She has now acquired more self-confidence, is less intimidated by others and has related to members of the group. Her continued participation is recommended.

Summary of Case #4

Family Composition:	Mother, born	8/25/36
	Father, born	6/6/31
	Separated	2/63
	Son	4/4/53
	Son	8/2/54
	Daughter	7/24/55
	Son	1/1/57
	Daughter	2/14/59
	Daughter	7/20/60
	Daughter	10/7/61
	Son	5/23/63

Housing: Public housing until March, 1963. Family moved. Now rent house from private owner.

Income: Partial support through Disability Pension of WW II Veteran, supplemented by DPA since 4/63.

Health: Father disabled veteran WW II. Drinks heavily, apparently "in need of psychiatric treatment".

Mother received prenatal care and hospitalization at time of birth of children.

Second child apparently retarded for age.

All children frequently ill.

**Background Information:**

There is a long history of marital discord, first indicated in 1957 when the family was known to the Municipal Court of Domestic Relations due to non-support of the family by the father. He was placed under Court Order for support from his veteran's disability pension. The mother remained with her husband despite discord, not knowing how she could manage financially, otherwise. She was also fearful her children might be placed in a foster home if conditions became known.

The father, a veteran of WW II, uses alcohol excessively. He often abused his wife and children, physically, especially in periods of intoxication. In 1961, he was charged with murder, but was released on bail, pending trial. The murder charge is, as yet, unresolved.

**Referral to Friends Neighborhood Guild:**

In the fall of 1961, the family was referred to the Special Housekeeping Project of Friends Neighborhood Guild because of possible eviction due to chronic poor housekeeping. Inadequate income for family of this size was evident. All services of the Guild were immediately enlisted to bring relief to the desperate home situation. Not only was housekeeping aid given, but also material assistance with clothing

in kind, some cash and special help at Christmas time. The children became active in programs (see below). The mother's use of services was "broader than deep". Eviction was avoided. The case was referred to Guild casework at the close of client's participation in the Housekeeping Project, in order that contact might be maintained with the family. This was consistent during 1962. However, in March 1963, the family suddenly disappeared and all contact was lost. It was reported the father was in jail and the children were placed in a foster home. However, this was not the case.

#### Group Participation of Children:

During the time of family's Guild contact, the three older children were active in program. The oldest child was given a camp scholarship in the summer of 1962, which experience was used constructively. All the children found difficulty in relating to the group, though there was some improvement in this. The second child was especially "slow in response", asked questions expected of a child much younger in years, and frequently seemed "lost". All the children seemed starved for affection and sought this in their relationship to staff. Their use of the group improved but was not marked. It was hoped they might have a continued and more intensive group experience with more parental support. However, this was precluded when the family "disappeared".

Present Agency Contact:

Family became known to Department of Public Welfare through the mother's application, just after leaving the Guild area. She was referred to DPA in March, 1963. She was then seven months pregnant, separated from her husband, and without resources. She was given financial assistance. After partial support was established from veteran's pension, the income has continued to be supplemented by DPA.

Though separated, the mother allowed the father to visit the family as she feared physical abuse if he were not allowed to do so. In December, 1963, he "beat" the son now seven years of age, unmercifully. The mother then had him arrested. She feels husband is in need of psychiatric treatment. Her action is considered as increased strength.

A possible reconciliation and referral to Family Service was discussed with the parents, in the spring of 1963, but rejected by both. Separation seems desirable.

The mother's fear of her husband "is realistic". She needs supportive casework in trying to work out a satisfactory plan for the family.

The mother has improved her housing situation since being on DPA. Meanwhile, she seems freer, better able to use casework relationship in discussing problems, but needs support with the very real problems she faces.

The DPA plans to continue working with the family.



Summary of Case #5

Family Composition: Mother, age 36

Husband, age 38 Separated

Children	Date of Birth
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Daughter	11/17/48
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Daughter	1/7/50
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Son	4/8/51
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Daughter	10/8/53
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Daughter	12/10/55
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Daughter	5/1/57
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Daughter	4/13/59
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Father deserted family in 1956. Court order for support ineffective.

Housing: Family lives in public housing project.

Income: Family supported by public assistance since 1956. "Utilizes funds wisely".

Friends Neighborhood Guild Contact:

Family known to Friends Neighborhood Guild through children's participation in programs, beginning in 1959. There was little contact with mother who was withdrawn from community. The behavior problems of the children were of concern to Guild staff. Frequent home visits were made by program staff. "Mother vacillated between claiming she would control children through punishment and stating she was unable to cope with and control them. She interpreted the visits as criticism, rather than concern for development

of her children." The children have continued to participate in program, since 1959. As each is old enough, participation begins.

The boy has been of concern to staff. He creates turmoil, runs in and out of building, hides from staff, leads younger boys into similar activities, pilfers equipment, engages in minor vandalism. These traits have shown but little improvement during three years of group contact.

The oldest girl was withdrawn and arrogant. No club suited her. She has ceased to participate in program.

The second oldest girl is overly-interested in boys. She uses activities to get away from home, provokes fights in and out of the building and has difficulty in making friends or in getting along with the group. Though she showed strong leadership qualities, she had not learned to use these consistently. Her club group was "dissolved" and she has withdrawn from activities.

The fourth child has developed considerably. She was inclined to be sullen when displeased by group members or leaders. However, after three years, she seems better able to talk things through and has a good relationship with other members. She acts responsibly in the interest of others and shows leadership qualities. She is full of fun.

The fifth child is resistant and hostile in her first contacts. After reassurance of the leader's interest in her, she seems to enjoy the activities. She attends regularly.

She has shown marked development in self-expression and a sense of value as a group member.

The sixth child is now in the Six-Year-Old Club. She enjoys her experience and relates well to both leader and other children.

The youngest child participated in summer play activities, but is not old enough to enter into regular program.

Family holds membership in Guild. Continued group activities are recommended for all the children.

Referral to Philadelphia Experiment in Services to Children:

Family was referred to Philadelphia Experiment in Services to Children, 12/18/62, with hope mother might be helped with the task of rearing seven children, without a husband, and on a low public assistance income.

Mother is shy and withdrawn. She is unable to admit her problems; states everything will be all right, and sees no reason for more participation in Guild activity.

Mother received Constables' Notice of Sale of household goods because of a back debt incurred when husband was in home. Assistance was given with this. Plans were made to remove indebtedness, which the mother has been able to follow through.

Mother has become more supportive of children which has resulted in modified behavior. Boy's behavior has improved and mother is pleased.

Mother has participated in program for parents.

Her use of help is limited. Though she has shared to some extent her concerns, she seems fearful of a close relationship. She does not initiate contact with worker.

At present, mother has again withdrawn. It is felt counseling is needed, but mother is fearful. Continued outreach is recommended to determine if case should be closed, or if PESC can be more effectively used.

#### Summary of Case #6

Family Composition: Mother, age 34, separated from first husband and father of four oldest children. Remarried, separated from second husband.

Children	Ages
Son	16
Son	14
Daughter	11
Son	9
Son	5
Son	4
Daughter	2

Initial Contact: Family known to Friends Neighborhood Guild by application for Christmas help in 1962, due low income. Husband deserted after period of unemployment. Public assistance had just been authorized. All school children were in need of shoes and special orthopedic shoes necessary for oldest child. Family given material assistance and case closed. Mother reapplied for assistance with special shoes for

oldest son in late spring, 1963. Through community resources, need was met and case again closed.

Income: Family began receiving assistance from DPA December, 1962, as second husband no longer in home. Income from first husband, and father of four children, received through Municipal Court by Court Order on regular basis, but inadequate for basic needs of mother with seven children. Second husband also under Court Order for support, 1/63. He was employed only a few weeks when he suffered a broken foot and has been unable to work for nearly a year. He receives public assistance because of disability. Family income supplemented by public assistance in amount of \$50.00 per month. Total income in household \$201.00 monthly.

Public assistance "used well" but will be discontinued as soon as second husband obtains employment, hopefully very soon.

Case Reopened by Friends Neighborhood Guild:

Mother returned to Guild, requesting assistance with basic clothing needs and further consideration at Christmas, in late October, 1963. She was in arrears in payment of rent and utility bills, had acquired a time payment plan for most needed clothing, and borrowed small amounts from friends. Three checks of \$35.00 each mailed by the Court, during the year, had not been received. She had no record of the exact dates of loss but reported loss to Court. No action taken.

Family rents a one-family row house in a deteriorated neighborhood.

**Health:** Mother suffers from bronchial asthma and an allergy which requires special diet. The third child, a daughter, also has bronchial asthma. Mother receives treatment at hospital clinic, though she had recently neglected herself by failing to keep appointments. Children receive immunizations and health care on regular basis.

The oldest son, requiring special shoes, was born with a club foot, received surgical treatment and maximum benefit possible. Special shoes will always be necessary.

**School Attendance:**

The mother showed strong interest and pride in her children. All attend school regularly. Oldest son maintains the record of an honor student. Next two children have, likewise, done well. Younger children have made a satisfactory adjustment in lower grades. Mother attends Home and School Association.

**Present Contact with Friends Neighborhood Guild:**

At the time of application in October, 1963, the mother explained her straitened financial situation. She gave as an example, her inability to purchase a pair of pants for the older boy. He, on the basis of good citizenship, as well as academic achievement, was to represent his high school at the Democratic Club Dinner the next evening, at which he would meet the President of the United States, Mr. John F. Kennedy. She planned to mend, clean,

and press his one pair of school pants. Without delay, the social caseworker used a community resource for new clothing, so that her son could attend the dinner, appropriately dressed.

Social casework continued with mother who appeared overcome in crises, easily confused and unable plan expenditure of limited funds, realistically. Material assistance given in kind to relieve some of strains, including winter fuel. Similar planning enabled mother provide for Christmas from her own resources. In January, 1964, she received Constable's Notice of Sale of Household Goods due to back rent, stemming from orisis in 1962. Grant of \$43.00 and loan of \$34.00 plus her own resources enabled her to meet this levy. Mother plans to retire loan through employment by day's work at \$10.00 per month, the maximum allowed under public assistance ruling.

Regular clinic attendance encouraged and resumed. Health has improved.

The mother participated in the group on Budget and Management offered at the Guild in winter of 1963-64. She, also brought three other women into the group. She is the particioipant in the March to Harrisburg who is quoted in the foregoing material.<sup>1</sup>

Legal assistance obtained in tracing lost checks.

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<sup>1</sup>Supra., p. 20.



Meanwhile, despite strains in early new year, children showed improvement in school, while oldest son was "distinguished". He has been referred to the Librarian of the Guild for counseling regarding college preparation. She has, in turn taken initial steps for him to have financial assistance for college attendance.

The second son who is "weak" in math was referred to Tutoring Program for assistance in this subject.

The children are active in groups in another agency which seems to be meeting their needs.

It is felt the mother needs continued support in order to sustain the gains made and further help in planning for her family. The case is therefore, active.

#### Summary of Case #7

Family Composition: Single Male, age 59

#### Presenting Problems:

This client is an unemployed artist with no home or family. He lives in a hotel room in the area of Friends Neighborhood Guild.

He suffers with chronic alcoholism which caused the loss of his job, after twenty successful years which had placed him in the affluent society of our culture.

He draws a small social security benefit of \$57.00 per month, which is supplemented by public assistance.

Health: Health problems include Tuberculosis which is now arrested, following collapse of a lung and extended rest. He also had carcinoma of the tonsillar area. Recent biopsy was negative.

His physical condition is one of increasing deterioration. He is seen on a regular basis in the clinic of a hospital for out-patient care and by the Social Service Department of this hospital which affords social casework services.

**Friends Neighborhood Guild Contact:**

This client first came to the Guild in December, 1962 requesting clothing and carfare. This assistance was given. He frequently returns and is referred to other agencies better equipped to render service he needs.

**Contact with Other Agencies:**

In cooperation with the hospital, he was referred to the Diagnostic and Rehabilitation Center for treatment of Alcoholism. This center has worked intensively with the patient, but without success. Though he has some brief periods of sobriety, he is unable to maintain them. Recommendations have been repeatedly made by the doctor for institutional care and treatment, which the patient rejects completely.

He has had treatment of a psychiatrist through the Rehabilitation Center, but no one seems to be able to reach him.

**Background Information:**

Background information reveals that the client was born in Australia. He was an only child who was adored and indulged by his mother. He came with his parents to this country at the age of ten. His father died two years

later. Until the mother's death at the age of 80, he lived with her. He was deeply attached to a woman and maintained an apartment for her. However, he always went to the mother's home at night.

Observations of the doctor indicate that he lacks identification with the culture of our society. He does, however, seem to maintain a middle class standard. For instance, he is never down to the mission stage in which he is mercifully given a place to stay overnight. Somehow, he always manages to pay his way into any place where he seeks overnight lodging.

He is very bright intellectually, possesses a delightful personality, and conveys a regal air.

If this client ever faces himself and desires help, he can go to a hospital where his admission was planned but rejected by him.

The picture he now presents is one of a descending spiral.

He often returns to those agencies "where he has felt accepted." No one has been able to really help him, though all agencies recognize the need of intensive therapy.

#### Summary of Case #8

Family Composition: Mother, age 35

Husband, age 32, separated

Children	Date of Birth
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Son	1949
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Daughter	1951
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Daughter	1952
Daughter	1953
Son	1954

Housing: Family lives in public housing project

Income: Public assistance.

Contact with Friends Neighborhood Guild:

On 4/30/63, this mother applied to Friends Neighborhood Guild for help, having been referred by the Home-making Consultant of the Special Housekeeping Project. She had been selected as a model homemaker. On contact, it was learned that she had been arrested for "writing numbers", a form of lottery, illegal in Pennsylvania. Because of her arrest, her DPA grant was cancelled in March, and Public Housing Authority had given her notice to vacate. Both of these agencies stated that their reason for such action was based upon their inability to determine income.

The trial was not scheduled until September, 1963. It was believed that her civil liberties had been violated by the prejudgment of her guilt and resultant action.

Emergency financial assistance was given for basic maintenance by the Guild. Contacts were made with the public agencies involved, which resulted in the reinstatement of public assistance and cancellation of the eviction notice, "until guilt was established."

Continued casework service was given, as this mother planned for her family. Though she also discussed her situation with Salvation Army Social Services, she was

advised their service would only duplicate the service being offered. Therefore, she worked only with the Guild. She feared placement of the children in a foster home, if she was unable to provide for their physical welfare.

The mother was willing to work to support her family, but this was precluded by her poor health. She is in need of possible surgery for hemorrhoids and removal of a tumor. Examination for prevention of malignancy was also indicated.

The ties between this mother and her children are close and warm. The children do well in school. Both mother and children participate in church activities. The mother is active in community programs in the housing project.

The home is tastefully and economically furnished, neat, and clean. This indicates excellent management. The mother desires to give her children some of the decencies enjoyed by those living on a more realistic income.

The family has received public assistance during the last eight years because of the mother's separation from the husband. She is considered an excellent homemaker who manages her funds well. The DPA recommends that she is capable of job training leading to her eventual self-support.

The Guild caseworker cooperated with the Attorney of the National Association for the Advancement of Colored People, whose assistance the mother sought. She was able to meet her situation with decreasing anxiety. The case-

worker became a character witness at the trial which, after two postponements, was held on November 26, 1963.

The mother was found guilty of illegal lottery. She received a suspended sentence and a fine of \$50.00. With further interpretation and work with the attorney, this fine was waived.

During the period of work with this family, the mother was highly cooperative. She handled monies in a business-like manner, returning the original grant when her public assistance was reinstated. She kept appointments on time and gave needed information freely. She was able to discern the help offered and was never demanding. She often stated, "You were the only people who would listen to me". In appreciation, she is now offering her services as a volunteer worker in the Guild.

At present, the case is still active, so that supportive casework may be offered around the mother's health needs. With her native intelligence, the mother's training for gainful employment seem desirable. It is also hoped the children will become active in educational-recreational activities of the Guild. Two of the girls are members of the library, but have not used this service consistently.

#### Summary of Case #9

Family Composition: Mother, born 8/13/23

Husband, separated

Children	Date of Birth
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Daughter	9/4/43
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Son	12/27/45
Son	9/14/48
Son	8/14/49
Son	10/52
Daughter	9/55

**Income:** Mother employed on a part time basis. Income supplemented by public assistance beginning in 1962.

**Housing:** Family lives in public housing project.

**Contact with Other Agencies:**

The mother in this family applied, on her own initiative to Social Service of the Public Housing Authority, in September, 1962, because of the behavioral problems of her children. The oldest daughter was pregnant with her second illegitimate child. The oldest son, and second child had been expelled from school. She related to this agency "with dependency and confusion".

The mother was also having difficulty with housing management because of sub-standard housekeeping. She was, therefore, referred to the Special Housekeeping Project in October, 1962.

The mother was rejecting of her daughter and unwilling to provide a home for the unborn child. Social service of Public Housing gave the mother support and suggestions of sources available to her in working out plans for the family. The daughter was referred to the Department of Public Welfare in planning for the child. Subsequently, she was sent to the House of Correction by Juvenile Court Order,

where she made a satisfactory adjustment. She was discharged in February, 1964. Meanwhile, through Catholic Children's Bureau, the child was placed in a foster home on a temporary basis. The young mother desires to keep her child and initiated request for service in establishing a home. The Bureau plans to work with her in doing this, provided she seems able to nurture and care for the baby. The case is currently active.

Friends Neighborhood Guild Contact:

Meanwhile, as stated, the mother was referred to the Special Housekeeping Project. She was given direct help with her housekeeping problems and social casework help in family relationships. The mother was cooperative. She attended the group sessions regularly and kept appointments reliably. Her housekeeping improved and was sustained. Eviction was avoided.

The social worker visited the family regularly. The mother was particularly concerned with the problems of the son who was ineligible, due to age, for Child Guidance Clinic. His relationship in the home seemed to improve, while all the children became more involved in helping with the household chores.

On the whole, however, it was felt this family needed more intensive casework service. As stated in the record, referring to the mother, "she cannot seem to practice what she knows she should do." At the close of the project period, the family was referred to the Philadelphia



Experiment in Services to Children. However, the case has not yet been selected by the sampling method used by this project's Research staff. It remains a potential case, if this project continues after 1964. Meanwhile, the case is inactive, though continued social casework is recommended by all agencies who have worked with the family. Long range planning is indicated.

There is no record of the younger children's participation in program activities of any agency.

Summary of Case #10

Family Composition: Mother, age, 45 unmarried

Children	Date of Birth
Daughter	8/13/49
Daughter	10/4/52
Son	10/26/55

Housing: Family occupies a rental house in a deteriorating neighborhood.

Income: Family's income is from public funds - Aid for Needy Children. Case known to Department of Public Assistance since 1955.

Background Information:

This mother is of Russian background and came to this country in 1954, after long years as a displaced person. She has had difficulty in identifying with her new culture. She has been given help, through classes, in learning to speak English, so that the language barrier is slowly being

overcome. She finds difficulty in managing her low public assistance funds.

**Contact with Other Agencies:**

The mother was known to the Municipal Court when a Court Order was filed against the putative father of her youngest child. However, he has not contributed to the family's income.

**Health:** The son suffers from a chronic ear condition and is treated regularly through Children's Service of a hospital.

**Friends Neighborhood Guild Contact:**

The mother made personal application to the Guild in November, 1961 requesting material aid as supplementation of her income. She was given such aid in kind - clothing, fuel and special Christmas help.

She returned to the Guild in January, 1962 and has been seen by the social caseworker offering services to the foreign-born. She has used this supportive help wisely and has grown in her understanding of that which is expected of her in the "American Way of Life". She has also shown growth in her ability to provide for her children through better management of her grant. Continued service in these areas is indicated.

**Summary of Findings**

In the summaries of these cases, we have seen the types of problems which people have presented in coming to Friends Neighborhood Guild, the nature of the services rendered, and the response of the individuals

served. Further analysis indicates certain facts which are pertinent to this study and which are now summarized in concluding this chapter.

It has been pointed out that all of the cases represented people in the low income bracket. With one exception, case #7, they have always been identified with the culture of poverty which has been described as one of disorder, apathy, resentment, anxiety. People of this culture have also been described as lacking in confidence, a sense of worth, a sense of responsibility, and long range goals. Their struggle is to obtain the primary and basic needs of life, among these, food, shelter, clothing. This group of families exemplified these characteristics.

One gains the impression that as a result of this long experience, some of the deeper needs present themselves. We see primarily a lack of identification with the role in which they find themselves and which they are expected to perform. The heads of the households are all women, who alone carry responsibility for their families. Only two of these were seen as strong maternal figures at the time of initial contact.

Many of the problems might be characterized as "attendant problems," or those resulting from lack of identification. In this group, the writer would place chronic poor housekeeping seen in five families, excessive use of alcohol by three individuals, difficulty in family relationships, and in relationship with others exemplified by all but two families. Cases #6 and #8 were these exceptions.

This grouping of problems would also include those cases in which there was need of supplementation of income and exploitation by loan companies. For one reason or another, every case required

assistance by material aid in some type of crisis situation. Two of these were related to temporary conditions while the others indicated lack of managerial ability.

The experiences which these families have had with social agencies have been fragmented - characterized by crisis, a resolution of the specific crisis, followed by quiet and lack of contact until the next crisis presents itself. Again, with no method of dealing with the problem, they seek help - and the old pattern repeats itself. Lacking confidence in themselves, or a sense of trust, they find it difficult to sustain a relationship with others, even though, subconsciously, they may desire this. They know the meaning of tangible service. This they use. This is exemplified in all ten cases.

On the other hand, it is noted that there is difficulty in maintaining a close relationship offered in more intensive social casework service as indicated in Cases #1, #3, #4, #5, and #7, or in 50% of the total cases. In all of these, there is lack of role identification by the primary client. Perhaps, these cases, also, indicate the fact that people do not always recognize the services they need and how these may be used. From the viewpoint of the community, these services may be very desirable for the family. But until the responsible person in that family desires the service, little can be done. At the same time, this withdrawal may be indicative of such long deprivation that the family cannot be reached through the type of service offered.

Because of the characteristics of the culture of which they are a part and because of the limited experience with social agencies, it is understandable that people need an atmosphere of familiarity and informality in which they may feel secure. Friends Neighborhood Guild

offers this. It is a part of the area in which the families make their home. It is readily accessible, not only physically but also psychologically. A basic attitude in the intake of the agency is that a person must be seen when he requests help, because experience has taught the lesson that it is most often sought in crisis.

Further analysis of the cases indicates that people came to the Guild at a time of crisis. Their behavior was characterized by anxiety and confusion. They were often unable to use resources of the other agencies which were not neighborhood-based, for the development of their well-being. There was failure to develop their own strengths so that the experience was assimilated into family life. Following contact with the Guild, there is indication of positive movement and utilization of community resources in 80% of the cases. The Guild includes itself in this concept of constructive use of community resources. Therefore, as individuals, families, or members of families have come to use the Guild, or other community resources, constructively, it has been interpreted positively.

While the writer has excluded cases #7 and #9 in the above percentages of cases showing more positive use of services of the Guild and the wider community, the use of tangible service cannot be negated. The Guild recognizes that in some situations, the degree of dysfunction, deprivation, and extent of the problem may make it almost impossible to reach a family or individual. This would seem to be true of case #7 - the one individual in the sample, who is a chronic alcoholic unreached by all. The chief service rendered has been referral to and cooperation with the rehabilitation center. In the situation of case #9, no follow-up of the initial contact has been made either by the client or the

Guild. The case was referred to the Philadelphia Experiment in Services to Children and remains a potential case of this service. Under these circumstances, it has not been carried in the caseload of the social casework service of the Guild. Unfortunately, the children of this family have not become active in its educational-recreational activities.

Only one family became known to services of the Guild through children who were participating in program. In all other cases, the use of educational-recreational activities, or other Guild services by the family members, was concurrent with or subsequent to the onset of special services or social casework.

It is pertinent to note that in the nine families included in this sample, there were 35 children who were old enough to participate in the children and youth activities of the Guild. Children from seven of the families did so, numbering 21, or 60% of the potential membership. Of this number, three have been referred to another agency, two have withdrawn, and three moved from the Guild area. Therefore, 62% of those who became active, have remained so. This is considered as a good average. There is still the potential of reaching a higher percentage of the group.

Constructive use of the group experience and individual growth is clearly indicated on the part of the children, except in one instance. In this situation there has been "some modification in the behavior problems" of the child, though not marked. The children from the families in which there was lack of identification in role by the mother, found relationship to the group difficult, initially. Yet, they have been able to overcome this.

While no norm has been used in this study to test the degree of movement, the following brief analysis depicting the use of services made by the clients in this sample seem pertinent and deserving of comment.

ANALYSIS OF USE OF RESOURCES BY CLIENTS IN TEN

SAMPLE CASES, FRIENDS NEIGHBORHOOD GUILD

PHILADELPHIA, PENNSYLVANIA, JUNE 1, 1962 - MAY 31, 1963

<u>Case Number</u>	<u>Clients Use of Services</u>
Case #1	Used tangible service well Chronic poor housekeeping improved Mother rejecting of Outreach Service Child active in program
Case #2	Mother using assistance of all agencies extremely well Mother using clinics regularly, thus caring for health needs of family Children active and well accepted in group activities Mother participating in groups and community activities Drinking has lessened
Case #3	Chronic poor housekeeping improved and sustained Child in program showing growth Mother dependent - lacks motivation
Case #4	Strength gained - mother able to assert herself. Now relates to social caseworker, able discuss problems more freely
Case #5	Utilizes funds wisely; used tangible service constructively More supportive of children Some modification of their behavior Children growing in capacity to use groups for self-development Mother rejecting of Outreach Service or more intensive casework relationship

---

Case #6      Mother using service constructively  
Improved budget planning and management  
Oldest son - initial plans for college  
All school children's performance improving  
Constructive use of health facilities  
Mother a group participant, showing leadership qualities

---

Case #7      Alcoholic - unreached  
Increasing disintegration

---

Case #8      Highly cooperative  
Met crisis of possible fine and sentence for illegal  
lottery with decreasing anxiety  
Managed funds wisely  
Offering her services as a volunteer at Guild  
Children - library members

---

Case #9      Constructive use of resources in planning for unmarried  
pregnant daughter  
Poor housekeeping improved  
Needs help with family relationships  
Recommended to PESC but not drawn in first sample  
Outreach Service recommended  
Children not enrolled in program

---

Case #10      Uses help wisely  
Improvement in management as language barrier lessened  
Better understanding of American culture  
Children not enrolled in program

---

In this brief review, there is indication of the constructive use of multiple services offered in nine of the ten cases. While this is more marked in some than in others, there is only one case characterized by increasing disintegration. The remainder show positive use of tangible services. Apparently half of them have been able to develop their ability to assume more acceptably the responsibility of the roles they carry. The children show self-development in and through their group experience.

The conclusions of this study may then be drawn.



## CHAPTER IV

### CONCLUSIONS

The basic assumptions of this thesis were stated as being that people need assistance in developing their capacities and support in identifying the services they need and where these may be obtained. Secondly, the use of a combination of social work methods is an effective means of contributing to the prevention, reduction, and alleviation of social disorganization and social dependency.

The purpose of this study has been to test the hypothesis that through the readily accessible neighborhood-based multi-function agency, people may be helped to use resources available to them in developing their capacities and promoting their well-being in harmony with the needs of the community.

In the cases which have been studied, it has been noted that these people have been identified with the culture of poverty exemplifying confusion, anxiety, apathy and hostility. They have lived so long in this atmosphere, struggling for the minimum and basic needs of life that they have withdrawn from society. In that withdrawal, they feel alone, without hope, without trust, without confidence in themselves, or others. They are unable to perform their roles satisfactorily, expressed in varying ways and degrees. Lacking in self-esteem and self-worth, they lack confidence in themselves to move

beyond the vicissitudes of life which bind them. In some instances, they fail to recognize their own need. People in these circumstances need help in recognizing their problems and help in identifying the resources which may be used in meeting these problems. They need support in coming to grips with them.

Secondly, it has been pointed out that the clients in this study have been known primarily to the authoritative agencies of the community. Most of their experiences have been fragmented. They have not had a continuing and close relationship either with agencies or people. Lacking in trust, they were inclined to withdraw from such a relationship. They find difficulty in expressing their deeper concerns, which are all too often unrecognized by themselves. Rejecting and fearful of a close relationship, they look with distrust and hostility upon the unfamiliar. They use tangible and specific services to meet tangible and specific needs - questioning the need and value of services beyond these areas.

Because of these feelings and attitudes, this group of people need an atmosphere of familiarity in which they may gain confidence. They must feel secure before they can begin to identify that which they desire. Friends Neighborhood Guild, located in the geographical area and readily accessible has afforded this opportunity.

It has also been pointed out that the Guild is psychologically accessible. That is interpreted as meaning the Guild is sensitive to and conversant with the feelings of the human mind and soul of the people who come within its reach. It is within this atmosphere that we have been able to see positive use of services offered and increasing use of resources available.

There is a dynamic in the work of the Guild which speaks to the entire field of social welfare. The Guild is concerned about people. Those who come within the ken of its work sense this concern. It is not just a concern for them, but a concern with them. In other words, their concern is the concern of the Guild. Here people care - care with them, not just for them. In supporting them and helping them, the Guild enables them to move in a more positive direction. Perhaps it is this dynamic, simply stated, which is the creative force that brings positive movement. Thus, a partnership is developed, wherein the agency, through support, shares their role. Out of this sharing, people gain confidence and the capacity to assume their roles, themselves.

This concern is exemplified in the many facets of program, in the shared concern of the entire staff, for the entire person. It is expressed in the detailed consideration of those things which have meaning to people - whether it be the pants to wear to meet the President or a college education; whether it is a house made livable through joint efforts of the community or the lights on a Christmas tree; whether one's Civil Rights have been violated or one's children make use of the library; or, whether there is need for winter fuel or coming to understand the nuances of a new culture in a land one is to call home.

Out of this kind of concern, people grow in self-respect and gain a sense of worth. Feeling cared for, they can begin to care for others. Thus, they find courage to speak to the larger community - and out of that speaking, grow in a sense of belonging to the wider society of

which they are a part. Thus, they promote their well-being and that of the community.

As one studies, in retrospect, the gamut of services given in these case situations, and the types of problems presented by the families and individuals served, it is evident that there is a reservoir of need being met by the services of the Guild, which have not been met through the existing community resources. It is also evident, that the Guild recognizes this reservoir of need and carries cases over a period of time. Despite staff limitations and funds, many cases are not referred after a brief service, largely because it is recognized there is no place to refer them. This may indicate greater sensitivity on the part of a skilled staff. It also speaks to a gap in service of the larger community.

It would seem pertinent under these circumstances that the policy statement regarding the Guild's social casework might be restated in order to reflect that which it is actually doing.

While there has been indication of growth on the part of the people served, there is indication of continuing need of supportive service in order that the gains made may be sustained. This will be possible only by resources with which to continue offering the help people have shown they can use constructively.

This study has been concerned with the use of the neighborhood-based agency in helping people develop their capacities by constructive use of the resources available to them. From the material presented, the impression is gained that through the services of Friends Neighborhood Guild, people have been helped by a release of their own spirit, which has enabled them to begin to achieve a capacity for better living.

APPENDIX I

The following letter was sent to each agency from which summary information was requested:

Friends Neighborhood Guild has worked with one or more members of the following family, for which it is noted you have an SSE registration:

Name ..... Date of  
Service .....  
Name .....  
Your File Number .....

We are following up a number of cases in an attempt to determine the use which a family has made of other community resources. We would, therefore, like to have a short summary regarding this family's use of your service. In addition to this, we would appreciate information regarding the specific items on the enclosed sheet.

We shall appreciate your cooperation in sending us this material no later than February 10, 1964.

Sincerely yours,

ZITA ATTINSON  
Director of Social Services

By Caroline Gillespie  
Caseworker

## APPENDIX II

### REQUEST FOR SUMMARY INFORMATION (The back of this sheet may be used for elaboration)

Name.....Your file number.....

Address.....

1. Source of referral to your agency:.....

2. Duration of service:.....

3. Consistency of client contact with your agency:.....

.....

4. Presenting problem of client:.....

.....

5. Attendant problems:.....

.....

.....

6. Nature and forms of your service:.....

.....

7. Please comment upon the client's use of service and ability to use the help offered:

a. In what ways did you feel he showed ability to use the help offered?

.....

.....

b. In what ways did you discern an increasing capacity to use service of your agency, or other agencies?

.....

.....

c. Recommendations of further assistance needed:.....

.....

8. Is the case currently active with your agency?.....
9. If closed, reason for closing:.....  
.....  
.....  
.....
10. If terminated, in what way did you feel the presenting problem was resolved?  
.....
11. Was referral made to any other agency? If so, please specify:  
.....
12. Were you aware of the client's participation in other social agencies or organizations? If so, please specify:  
.....  
.....  
.....  
.....
13. Was it your judgment that he showed capacity to integrate these experiences?.....  
  
If so, please specify in what ways this was evident:.....  
.....  
.....

Name of Agency: \_\_\_\_\_

Prepared by: \_\_\_\_\_

This material should be returned to:  
Miss Caroline Gillespie, Caseworker  
Friends Neighborhood Guild  
703 North 8th Street  
Philadelphia, Pa. 19123

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